GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:521
ANSWERED ON:19.07.2017
Transportation of Small Commercial Goods
Kumar Shri Kaushalendra

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the postal service is getting more preference for transportation of small commercial goods due to increase in the cost of transportation of the same in the country and if so, the details thereof;

(b) whether the Government proposes to formulate any scheme to take advantage of such a situation so that cheaper and better services can be provided to traders to attract them and if so, the details thereof;

(c) whether the Government proposes to start postal parcel service on the lines of private courier service;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Parcel services of the Department of Posts have been steadily growing, especially on account of the e-commerce boom that the country is witnessing as illustrated by the table below on revenue generated from these services:
in Crore Rupees
<pre>
Year Speed Post Express/Business Parcel
2013-14 1372.21 77.63
2014-15 1495.21 112.47
2015-16 1605.25 149.00
2016-17 1774.02 159.97
</pre>
These services are available to bulk and corporate customers, apart from walk-in customers. The growth in these services is on account of various value added features such as online track and trace, cash-on delivery (COD), unmatched network and reach of the Department of Posts, etc.

(c) The Department has been offering ordinary and registered parcel service as part of its universal service obligation (USO). In response to the demands of the market, the Department has also introduced Express Parcel and Business Parcel, which are its premium air and surface parcel services respectively. Apart from these, parcels are also booked under Speed Post. These services have value added features, especially for its corporate and conventional customers such as volume-based discounts, online track and trace, book now pay later (BNPL) facility, pick up services from customers premises, application programming interface (API) for e-commerce and other customers for seamless flow of data, COD facility, national account facility for centralised billing and single point account management etc.

(d) & (e) Does not arise in view of (c) above.